



About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldridge in California

- **44 California applicants for the Baldridge Award (2005–2015)**
- **3 California award applicants in 2015 represent 8,759 jobs, 56 work locations, over \$54 billion in revenues/budgets, and over 595,000 customers served.**
- **10 Baldridge examiners from California volunteered \$152,000 in services in 2015.**

California National Role Models

Charter School of San Diego, education, 2015
(San Diego)

Momentum Group, 2015 (Irvine)

Sutter Davis Hospital, health care, 2013 (Davis)

SHARP, health care, 2007 (San Diego)

Premier Inc., service, 2006 (San Diego)

Boeing Mobility (formerly Airlift and Tanker),
manufacturing, 1998 (Long Beach)

Solar Turbines Inc., manufacturing, 1998 (San Diego)

Solelectron Corp., manufacturing, 1997 and 1991
(Milpitas)

ADAC Laboratories, manufacturing, 1996 (Milpitas)

Granite Rock Company, small business, 1992
(Watsonville)

Success Story



The Charter School of San Diego (CSSD), authorized by the public San Diego Unified School District, “is committed to the development of a personalized instructional program with intensive parental involvement that demonstrates positive outcomes for each student.” Opened in 1994, CSSD provides free, individualized education in Grades 7–12 to engage, graduate, or redirect students whose futures are at risk because they were not successful at conventional schooling. CSSD operates 21 instructional and educational resource centers in San Diego County and employs 187 workforce members.

Selected Results

- Nearly 100% overall student and parent satisfaction levels from 2010 to 2015
- 95% of enrolled students saying they would recommend the school to others
- 97% of students’ parents saying they would recommend the school to others
- About 80% schoolwide passing rate in English/language arts and math for 5 years on the state-required California High School Exit Exam, better than 3 competitor schools
- Better than 80% student retention rate over 5 academic years
- Increase in positive end-of-year fund balances over 6 years, despite a 43% decrease in state funding

California Council for Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The California Council for Excellence's (CCE; <http://www.calexcellence.org/>) mission is to inspire and enable California organizations to achieve world-class results based on the framework of the Baldrige Performance Excellence Program. CCE administers the annual California Awards for Performance Excellence (CAPE) program, which honors manufacturing companies; service companies; educational institutions; government agencies; and health care, nonprofit, and military organizations. The CAPE program features two levels: the California Prospector and the Eureka Award for Performance Excellence.

2013–2015 California Award for Performance Excellence Winners

Charter School of San Diego (Eureka Gold)	Hathaway-Sycamores Child and Family Services (Eureka Bronze)
Momentum Group (Eureka Gold)	Victor Elementary School District (Eureka Bronze)
Adventist Health Central Valley Network (Eureka Silver)	Yakima Valley Memorial Hospital & Family of Services (Eureka Bronze)
AltaMed Health Services (Eureka Silver)	American Medical Response (Prospector)
Family Health Centers of San Diego (Eureka Silver)	
GNB Corp. (Eureka Bronze)	

Success Story

MOMENTUM
T E X T I L E S The mission of Momentum Group is to create textiles that inspire and equip its customers to execute great work for their clients. One of the nation's leading value-added distributors of sustainable textiles for the commercial interiors industry, Momentum distributes to customers in multiple end markets, including office, hospitality, and health care/institutions.

Selected Results

- Sustained favorable financial and marketplace results
- Customer satisfaction results that outperform competitors for each customer group and market segment
- Good-to-excellent process effectiveness and efficiency
- Better-than-best-in-class strategy implementation results

AHCA/NCAL National Quality Award Winners in California

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Pacific Coast Manor (2015, Gold)	Vintage Faire Nursing and Rehabilitation Center (2014, Silver)
Golden Living Center—Country View Alzheimer's Care (2015, Silver)	Country Villa Monrovia (2013, Silver)
56 Bronze winners, 2015	Kindred Nursing and Rehabilitation—Golden Gate (2014, Silver)
Stonebrook Healthcare Center (2014, Gold)	Pacific Coast Manor (2013, Silver)
Edgemoor DPSNF (2014, Silver)	Turlock Nursing & Rehabilitation Center (2013, Silver)
Golden LivingCenter—Fresno (2014, Silver)	Villa Maria Healthcare Center (2013, Silver)
Mission Skilled Nursing & Sub-Acute Center (2014, Silver)	54 Bronze winners, 2013–2015
Sonoma Valley Hospital D/P SNF (2014, Silver)	